



May 2, 2005

Durham Local Area Guidance Letter No: 06-2004

Subject: Supportive Service Policy

Purpose: To provide Workforce Investment Act Service Providers with updated policy and guidance on providing Supportive Services to WIA eligible participants in the Durham Local Area.

Background: The Workforce Investment Act (WIA) Section 101(46) and 134(e)(2)(3) allows local workforce development boards to authorize service provider to provide support services to individuals to participate in authorized WIA activities. Supportive services include transportation, child care, dependent care, housing, and needs-related payments.

Action: WIA Service providers are required to provide supportive services in accordance with policies and guidelines set forth in Attachment A.

Effective Date: October 1, 2000 (Revised May 2, 2005)

Expiration Date: Indefinite

Contact: James Wragge, Program Operations Manager

Distribution: WIA Service Providers

A handwritten signature in dark ink, appearing to read "Pat E. Sturdivant", is written over a horizontal line.

Pat E. Sturdivant
Workforce Development Administrator

Attachment A

Supportive Services Policy

Policy: All supportive services provided in the Durham Local Area will be required to adhere to the guidelines as outlined in this policy. Prior to providing any type of supportive services, WIA service providers must document all efforts to identify and exhaust all other possible support service options.

1. Child Care

- a. WIA service providers in the Durham Local Area may reimburse WIA participants for the expense of child care while the individual is actively engaged in authorized WIA activities. To qualify for child care reimbursement, the case manager, through an interview, assessment, and case management, must document the WIA participant has a justifiable need for child care and that if child care supportive services are not provided, the participant would be seriously hindered from participating in authorized WIA activities or employment.
- b. The child care reimbursement rate will be a rate that is considered reasonable, and customary within the Durham Local Area.
- c. WIA service providers may only reimburse for child care at a child care provider licensed by the State of North Carolina. The WIA service provider may submit a request for exception if there is a justifiable reason why the participant cannot utilize a licensed child care provider (e.g. no licensed child care providers are available in proximity to the participant's place of employment). A list of licensed child care providers is available at www.ncchildcare.net.

2. Transportation Service Policy

- a. WIA service providers in the Durham Local Area may reimburse WIA participants for travel expenses while he/she is actively engaged in authorized WIA activities. To qualify for reimbursement of transportation related expenses, the case manager, through an interview, assessment, and case management, must document the WIA participant has a justifiable need for transportation assistance and that if transportation related expenses are not provided, the participant would be seriously hindered from participating in authorized WIA activities or employment.
- b. Reimbursement for mileage costs will be in accordance with the standard mileage rate established by the Internal Revenue Service not to exceed \$50 a week and reimbursement may only be for expenses incurred by the WIA participant while actively engaging in WIA activities or employment (e.g. travel to and from training or a job interview).

3. Emergency or Short-term Housing Assistance

- a. WIA service providers in the Durham Local Area may provide WIA participants supportive service payments in emergency situations related to housing or rental assistance, one-time utility payments, and repairs as long as the participant's name is on the lease and not providing the assistance would hinder the individual from participating in or completing authorized WIA activities or employment.
- b. The WIA service provider must document and support emergency or short-term housing costs with items such as an eviction notice, utility bill, and repair estimate, etc.
- c. Emergency transportation expenses such as car registration, first month's insurance fees, or vehicle repairs may be provided if such expenses are in support of WIA activities. Prior to approving any emergency vehicle repairs, the WIA service provider must ensure the documentation of at least three (3) estimates related to the cost of the repair. To qualify for reimbursement the vehicles registration and/or insurance must be in the participant's name and documentation must be in the participant's file (e.g. copy of vehicle registration or copy of proof of insurance).
- d. Total one-time emergency assistance for vehicle repair, car registration, first month's insurance, or emergency or short-term housing assistance may not exceed \$1000.00.

4. Other Supportive Services

- a. WIA service providers in the Durham Local Area may provide WIA participants supportive service to cover other expenses associated with participating in authorized WIA activities. Additional supportive services may include:
 - i. Assistance in obtaining a driver's license
 - ii. Uniforms (work or training related)
 - iii. Work supplies (tools, etc.)
- b. To qualify for reimbursement of other supportive service related expenses, the case manager, through an interview, assessment, and case management, must document the WIA participant has a justifiable need for the assistance and that if the assistance is not provided, the participant would be seriously hindered from participating in authorized WIA activities or employment.

5. Payment (Invoicing)

- a. WIA service providers will be reimbursed for supportive service payments upon compliance with the following guidelines.

- i. The supportive services were provided to an individual who is actively enrolled in a WIA program and is actively participating in an activity for which supportive services are authorized.
 - ii. The WIA service provider coordinated with other human service agencies to ensure non-availability and non-duplication of services.
 - iii. The WIA service provider has documentation that supports the payment of supportive services in compliance with this policy letter.
- b. Expenses associated with supportive service payments that do not comply with this policy letter will be disallowed and the WIA service provider will not be reimbursed for those expenses.